

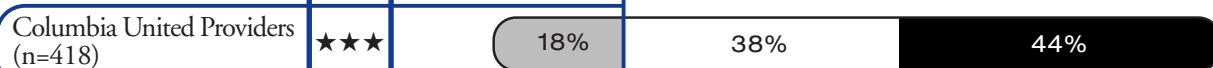
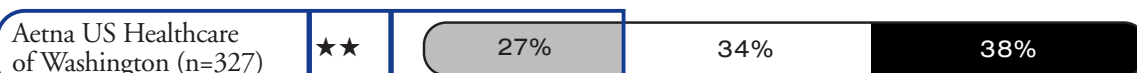
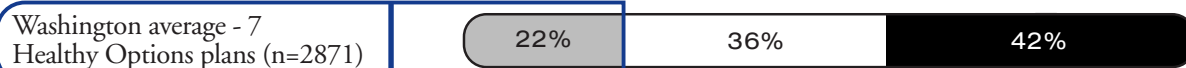
# All Children

## Core CAHPS Questions

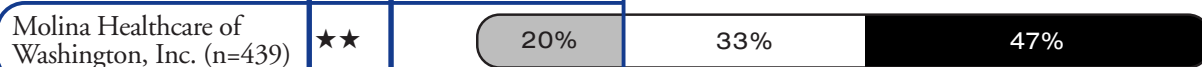
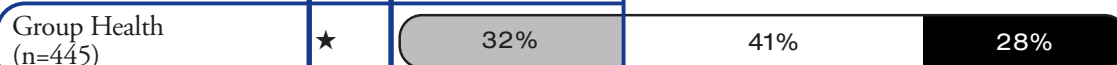
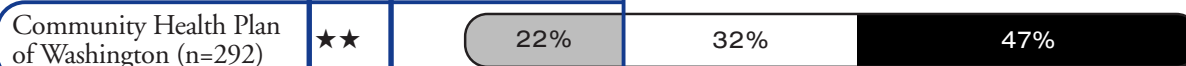
### Question 12

## Rating Personal Doctors

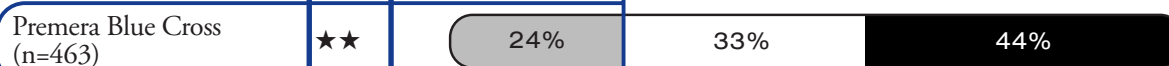
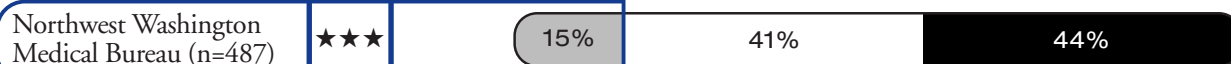
Q12. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



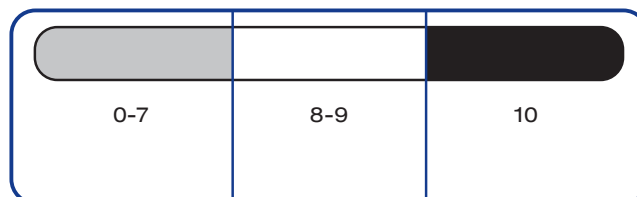
*Formerly Clark United Providers*



*Formerly QualMed Health Plan*



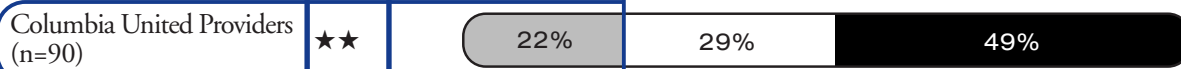
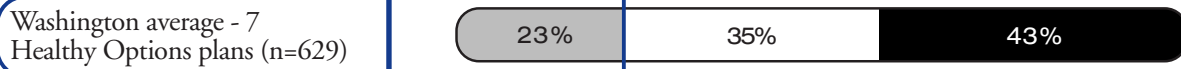
★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



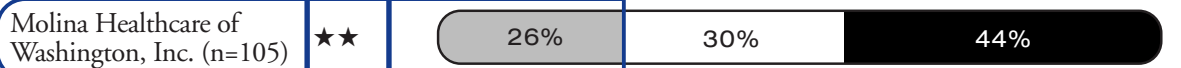
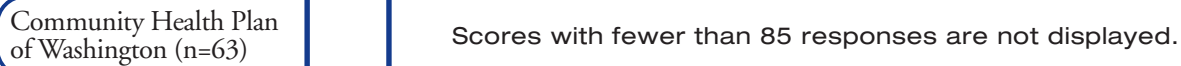
NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

## Rating Specialists

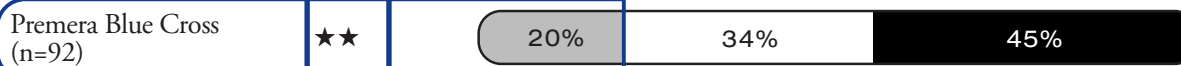
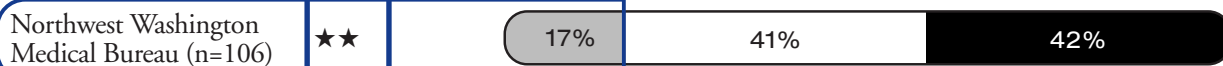
Q16. "Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?"



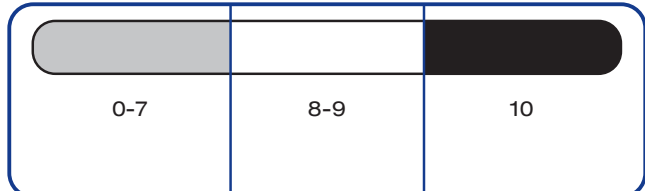
*Formerly Clark United Providers*



*Formerly QualMed Health Plan*



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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# All Children

## Core CAHPS Questions

### Question 50

## Rating Health Care

Q50. "Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?"

Washington average - 7  
Healthy Options plans (n=2729)

23%

42%

35%

Aetna US Healthcare  
of Washington (n=321)

★

30%

39%

32%

Columbia United Providers  
(n=391)

★★

22%

42%

35%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=345)

★★

26%

39%

35%

Group Health  
(n=411)

★

27%

45%

28%

Molina Healthcare of  
Washington, Inc. (n=409)

★★★

20%

38%

42%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=427)

★★

17%

49%

35%

Premiera Blue Cross  
(n=425)

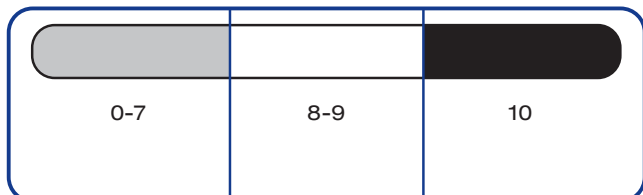
★★

22%

39%

39%

★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

# All Children Core CAHPS Questions Question 75

HEALTHY  
OPTIONS

## Rating Health Plan

Q75. "Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your child's health plan now?"

Washington average - 7  
Healthy Options plans (n=3736)

30%

38%

32%

Aetna US Healthcare  
of Washington (n=435)

★

39%

35%

26%

Columbia United Providers  
(n=534)

★★

29%

39%

32%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=512)

★★

26%

35%

40%

Group Health  
(n=560)

★★

30%

43%

27%

Molina Healthcare of  
Washington, Inc. (n=536)

★★

31%

35%

34%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=585)

★★★

24%

40%

36%

Premiera Blue Cross  
(n=574)

★★

31%

37%

33%

★★★

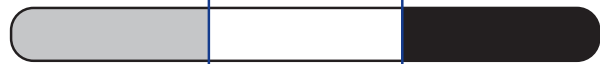
Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



0-7

8-9

10

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)